

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S100	1	("6,463,148").PN.	US-PGPUB; USPAT	OR	OFF	2008/06/02 13:08
S101	363	predict\$4 with (media channel communication) near2 type	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 13:11
S102	8	predict\$4 with (media channel communication) near2 type same (user adj interface)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 13:11
S103	8	predict\$4 with (media channel communication) near2 type same (gui multi\$modal user adj interface)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 13:12
S105	81	predict\$4 with (multi \$modal)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 13:15
S107	363	predict\$4 with (media channel communication) near2 type	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 13:25
S109	2	((("6058435") or ("6771765"))).PN.	US-PGPUB; USPAT	OR	OFF	2008/06/02 13:33
S110	683	(multimedia multi adj media multi\$media multi \$channel multi adj channel) same call adj center	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 13:35
S111	1	("7315616").PN.	US-PGPUB; USPAT	OR	OFF	2008/06/02 13:36
S115	1	("5,621,789").PN.	US-PGPUB; USPAT	OR	OFF	2008/06/02 13:46
S116	1	("6,226,287").PN.	US-PGPUB; USPAT	OR	OFF	2008/06/02 13:54
S117	8	predict\$4 with (action interaction) with (media channel communication) near2 type	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 13:56

S118	7	predict\$4 adj3 (media channel communication) near2 type with (input selection select\$3)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 13:59
S119	275	(715/708).CCLS.	US-PGPUB; USPAT	OR	OFF	2008/06/02 14:00
S121	74	("5757904").URPN.	USPAT	OR	ON	2008/06/02 14:04
S124	6	monitor\$3 near2 (input activity select\$3) with predict\$6 near2 (media channel communication)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:12
S127	462	monitor\$3 near2 (input activity select\$3) with predict\$6	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:18
S128	5	monitor\$3 near2 (input activity select\$3) with predict\$6 and call adj center	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:18
S130	5	monitor\$3 near2 (input activity select\$3) with predict\$6 with interface	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:20
S131	16	(context\$sensitive context adj sensitive) with (call adj center call\$center)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:23
S132	81	("4692817"   "5101425"   "5434906"   "5493692"   "5535323"   "5537470"   "5642410").PN. OR ("5757904").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2008/06/02 14:28
S133	8	(context\$sensitive context adj sensitive context) with (input activities) with (call adj center call\$center)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:29
S134	25	(context\$sensitive context adj sensitive context) with (input activities) same (call adj center call\$center)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:30

S136	1317	(context\$ sensitive context adj sensitive context) with (input activities) with (channel connection email e\$ mail telephone)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:32
S137	46	(context\$ sensitive context adj sensitive context) with (input activities) with (channel connection email e\$ mail telephone) and call adj center	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:33
S139	43	(context\$ sensitive context adj sensitive context) with (input activities) with (channel connection email e\$ mail telephone communication) near3 (facilitat\$3 establish \$6)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:36
S141	74	("5757904").URPN.	USPAT	OR	ON	2008/06/02 14:41
S143	24	(context\$ sensitive context adj sensitive context) with (input activities) with (channel connection email e\$ mail telephone communication) with (suggest\$3 recommend\$6)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 15:18
S145	264	(context\$ sensitive context adj sensitive context) with (input activities) with (channel connection communication) and (email e\$ mail) and telephone	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 15:21
S146	147	(context\$ sensitive context adj sensitive context) with (input activities) with (channel connection communication) and (email e\$ mail) same telephone	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 15:22
S148	1	("20020161862").PN.	US-PGPUB; USPAT	OR	OFF	2008/06/02 15:54
S151	1487	(719/328).CCLS.	US-PGPUB; USPAT	OR	OFF	2008/06/02 15:57

S152	847	(719/321).CCLS.	US-PGPUB; USPAT	OR	OFF	2008/06/02 15:57
S153	978	(719/318).CCLS.	US-PGPUB; USPAT	OR	OFF	2008/06/02 15:57
S154	1048	(719/310).CCLS.	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	OFF	2008/06/02 15:57
S155	1402	(709/205).CCLS.	US-PGPUB; USPAT	OR	OFF	2008/06/02 15:57
S156	34	call adj center same work adj (item object)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 16:16
S157	20	(call adj (center agent) with (toolbar tool adj bar))	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 16:57
S158	467	(call adj (center agent) with (gui user adj interface))	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 17:01
S159	24	(call adj (center agent) with (gui user adj interface)) with (work task)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 17:02
S160	24	(call adj (center agent) with (gui user adj interface)) with (work task)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 20:26
S161	5	(call adj (center agent) with (gui user adj interface)) with (job)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 20:27
S162	25	(call adj (center agent) same (gui user adj interface)) with (work task)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 20:32
S163	28	(call adj (center agent) same (gui user adj interface toolbar tool adj bar)) with (work task)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 20:43

S165	64	( "20020026335" "20020032809" "20020042845" "20020144233" "20030009520" "20030014598" "20030018702" "20050003812" "20050010526" "5506898"   "5524147" "5555365"   "5594791" "5699361"   "5734852" "5754830"   "5805886" "5828882"   "5884032" "5894512"   "5905879" "5915011"   "5946399" "5961620"   "5964836" "5983019"   "6058435" "6064730"   "6092102" "6108695"   "6118899" "6134318"   "6138158" "6154209"   "6175564" "6199104"   "6243452" "6263066"   "6300947" "6314451"   "6332154" "6389132"   "6449260" "6449646"   "6463292" "6480600"   "6493695" "6493760"   "6507868" "6587556"   "6681010" "6690788"   "6694352" "6704409"   "6718370" "6718393"   "6763384" "6771765"   "6816880" "6832203"   "6879586" "6963783"   "6978311" "7093199") .PN.	US-PGPUB; USPAT; USOCR	OR	ON	2008/06/02 20:57
S166	133	(call adj (center agent) same (multichannel multi \$channel (multiple plurality multi) adj channel))	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:02
S167	5	(call adj (center agent) and (gui user adj interface toolbar tool adj bar)) with (work task) with (select \$3 activat\$4)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:02
S168	54	call adj (center agent) and (gui user adj interface toolbar tool adj bar) with (work task) with (select\$3 activat\$4)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:03

S169	54	call adj (center agent) and ((gui user adj interface toolbar tool adj bar) with (work task) with (select\$3 activat\$4))	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:03
S171	1	("20070192414").PN.	US-PGPUB; USPAT	OR	OFF	2008/06/02 21:12
S172	9	call adj (center agent) and ((gui user adj interface toolbar tool adj bar) with button with (work task job) with (select\$3 activat \$4))	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:14
S173	428	((gui user adj interface toolbar tool adj bar) with button with (work task job) with (select\$3 activat \$4))	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:15
S174	31	call adj (center agent) and ((gui user adj interface toolbar tool adj bar) with button with (work task job))	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:15
S176	1862	call adj (center agent) with (gui interface tool adj bar tool\$bar)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:16
S177	30	call adj (center agent) with (gui interface tool adj bar tool\$bar) with (button)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:16
S179	14	call adj (center agent) with (gui interface tool adj bar tool\$bar) with (icon)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:24
S181	10	call adj (center agent) same (gui interface tool adj bar tool\$bar) with (icon button) with (command driver)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:25

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